



## Administrative Memorandum-Protection and Safety: #4-2004

Date: December 29, 2004

Revised: February 4, 2005

To: Service Area Administrators  
Protection and Safety Administrators  
Protection and Safety Supervisors  
Protection and Safety Workers  
Central Office Protection and Safety Staff  
Human Resource Managers

From: Todd L. Reckling, Administrator  
Office of Protection and Safety

RE: Performance Evaluation Procedures for New Protection and Safety Workers/Trainees

Effective Date: **January 01, 2005**

A Training Team was originally chartered in February 2004 and one of the tasks was to re-evaluate New Worker Training and the process for determining that new workers have the knowledge, skills and abilities to conduct the work of a Protection & Safety Worker. The Team is comprised of your colleagues in Protection and Safety, both supervisors and workers. The Training Unit, Human Resources and Development, the Center for Children Families and the Law and the National Child Welfare Resource Centers provide consultation and support.

As a result of the teams work a new training curriculum and delivery system was implemented in September 2004. We believe that the changes made allow new trainees to have an increased amount of time learning and observing direct field experience(s) and will help them be better prepared to take on the challenges of the work.

Supervisors will utilize the Competency Development Tool (CDT) to assist in the measurement and documentation of Trainee and Probationary PS Worker Performance. The Supervisor is required to complete a CDT prior to the end of the 6-month training period and then again immediately prior to the end of the first year of hire, (prior to the end of 6 months as PSW probationary status.)

The Supervisor's documentation of Satisfactory Trainee/Probationary Worker Performance in the CDT is the trigger for the promotion from Trainee to PS Worker status. An employee who is on original probation, as a Trainee will have their probation extended for an additional 6 months as a result of the promotion to Worker. The last page of the CDT tool provides further direction on the process. (see attached)

### New Worker Training/Employee Practicum

- ◆ A Trainee must successfully complete New Worker Training (NWT) Phases 1-3, referred to as an "Employee Practicum", before he/she can be promoted from Trainee status to PS Worker on original probation.
- ◆ Original probation is limited to 12 months from the date of hire.

- ◆ The NWT period or “Employment Practicum” continues until the Trainee completes Phase III, regardless of their date of hire. This period is typically 6 months, but may be longer depending upon when the individual begins formal training sessions.
- ◆ A Trainee is limited to assignment of 4 “cases” during Phase II and III of their “Employment Practicum”.
- ◆ The Employment Practicum is a distinct period in which the Trainee’s time is devoted to learning and developing the minimum essential skills and overall case management knowledge identified as necessary before assuming case management responsibilities.

#### Definition of 4 Cases:

By HHS Administrative direction, a PS Trainee is limited to 4 cases beginning in Phase II and continuing through Phase III of their Employment Practicum (1-6 months). Phase I of training must be completed prior to a Trainee receiving any cases. A broad knowledge, total case experience is beneficial and should be available to all Trainees in the first two phases. Phase III should be tailored to the specialty area the Trainee will be assigned to as a PSW, if known.

A Trainee should have only 4 total case assignments open at any given time. A Trainee MUST have a minimum of 1 CAN (Child Abuse and Neglect) or OJS (Office of Juvenile Services) family assigned to them for the duration of Phases II and III.

Suggested case assignments:

- ❖ For those who will become Ongoing Workers:
  - 1 CAN or OJS ongoing family (minimum)
  - Assignments to allow practice of Intake and Initial Assessment
- ❖ For those who will become Initial Assessment Workers:
  - 1 CAN or OJS ongoing family
  - 3 Initial Assessments (Once an IA is completed the Trainee may be assigned another – so the total is no more than 3)
- ❖ For those who will become Intake Workers:
  - 1 CAN or OJS ongoing family
  - 3 Open Intakes (Once an Intake is Closed the Trainee may take another – so the total is no more than 3)

Any combination of the above can be assigned, as long as the Trainee does NOT exceed 4 open cases at any point in time.

#### Supervisor Expectations:

1. Within the first 6 weeks of hire the new worker will be informed of and sign off on the performance measures. This includes the knowledge, skills and abilities as defined in the Competency Development Tool as well as the on-going Performance Measures.
2. Supervisors will follow the instructions in the Training Management File (Triangle Book). The Training Management File specifies the supervisor expectations in meeting with the new trainee, field training specialist, evaluating the trainee, and planning for field experiences. The Training Management File will be given to a supervisor at the time training begins for any new trainee under their supervision.
3. The Supervisor will ensure that the case manager or themselves (not the Field Training Specialist or the Trainee) make all the decisions regarding specific cases. The supervisor should document all decisions in the Trainee’s notebook or training management file.
4. The Supervisor will ensure that the Trainee documents case activity appropriately in the case file. E.g. “Under the explicit direction of Supervisor \_\_\_\_\_ or Case Manager \_\_\_\_\_, this Trainee did the following.....”

5. The Supervisor will document the content of the weekly meeting with the Trainee tracking the following:
  - ◆ Review and full debrief of activities & assignments of the past week.
  - ◆ Develop schedule and plan activities for the following week.
  - ◆ Prepare Trainee to perform any assignments for the coming week.
  - ◆ Other notable things.
6. The Supervisor will keep a record of case assignment dates and re-assignments.
7. The Supervisor or designee will assign the trainee as the Primary Worker on N-FOCUS on the cases for which they are responsible. This is for tracking purposes only. Supervisors must continue to ensure that these cases have workers (not in training) assigned to cover work in these cases while the trainee is in the classroom. \*No Exceptions!.
8. The Supervisor will consult with Human Resources regarding the development of a work improvement plan or other possible employment actions when a Trainee/Worker does not rate a '3 or Above' on all of the CDT dimensions.
9. The Supervisor will consult with the Protection & Safety Administrator prior to a trainee/worker moving to Permanent status if the Trainee/Worker does not rate a '3 or Above' on all of the CDT dimensions.
10. Provide 2 copies of the CDT. Send one to Human Resources (along with an HR12) and one copy to the Center for Children Families and the Law (CCFL) for program evaluation. These documents will remain confidential under HHSS agreement with CCFL. These are to only be used for aggregate program evaluation.

Training sessions on the use of the Competency Development Tool (CDT) will be arranged within your service area by staff from CCFL, and Human Resources and Development.